



CITY OF HOUSTON

Job Posting

1	Applications accepted from:	ALL PERSONS INTERESTED
2	Job Classification	3-1-1 TELECOMMUNICATOR SUPERVISOR
3	Posting Number	PN# 107009
4	Department	OFFICE OF THE MAYOR
5	Division	3-1-1 HOUSTON SERVICE HELPLINE
6	Section	
7	Reporting Location	611 Walker, 5 th Floor
8	Workdays & Hours	*Rotating Shifts
		*Subject to change
9	<u>DESCRIPTION OF DUTIES/ESSENTIAL FUNCTIONS</u> Supervises the daily activities of the Communication Center and offers technical assistance to ensure an effective operation. Monitor the productivity and performance of 3-1-1 telecommunicators. Develop personnel schedules to ensure ample coverage on all shifts. Perform daily personnel activities including training telecommunicators, conducting employee performance evaluations, counseling, and enforcing 3-1-1 policies and procedures. Handles difficult calls from the public to ensure the most effective procedures are implemented. Assist with developing and updating manuals (i.e. policies and procedures, training, etc.). Analyze equipment problems and initiate requests for repairs to be performed on equipment. May be required to be on call during emergency situations.	
10	<u>WORKING CONDITIONS</u> The position is physically comfortable most of the time with occasional periods of stooping, bending and/or light lifting of materials of up to 10 lbs. May have to sit for long periods of time.	
11	<u>MINIMUM EDUCATIONAL REQUIREMENTS</u> Requires an Associate's degree in Business Administration, Social Science, General Studies or a closely related field.	
12	<u>MINIMUM EXPERIENCE REQUIREMENTS</u> Two years of experience as a Senior Telecommunicator in a high volume telephone call environment or at an equivalent level in a high volume customer service environment are required. Experience as a Senior Telecommunicator in a high volume telephone call environment or at an equivalent level in a high volume customer service environment may be substituted on a year-for-year basis for the above education requirement.	
13	<u>MINIMUM LICENSE REQUIREMENTS</u> None	
14	<u>PREFERENCES</u> None.	
15	<u>SELECTION/SKILLS TESTS REQUIRED</u> None	
16	<u>SAFETY IMPACT POSITION</u> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No If yes, this position is subject to random drug testing and if a promotional position, candidate must pass an assignment drug test.	
17	<u>SALARY INFORMATION</u> Factors used in determining the salary offered include the candidate's qualifications as well as the pay rates of other employees in this classification. The salary range for this position is: <div><div></div><div>Salary Range - Pay Grade 20</div><div>\$1,151 - \$1,574 Biweekly \$29,926 - \$40,924 Annually</div></div>	
18	<u>OPENING DATE</u>	October 12, 2005
19	<u>CLOSING DATE</u>	Open Until Filled
20	<u>APPLICATION PROCEDURES</u> Original applications and resumes only are accepted and must be received by the Human Resources Department during posting opening and closing dates shown, between 9:00 a.m. and 4:30 p.m. at 611 Walker, 1 st Floor. Successful candidates will be notified of their application status. All new and rehires must pass a pre-employment drug test and are subject to a physical examination and verification of information provided. If assistance is needed, our TDD phone number is (713) 837-9471.	
An equal opportunity employer		